

In the Claims:

The following listing of claims replaces all prior versions and listing of claims. The claims identified herein as (New) were previously presented as such, but are herein resubmitted bearing the (New) claim identifier so as to comply with the requirements set forth in Section No. 3, Page 3 of the Detailed Action dated November 14, 2007. No new matter has been added.

92
1-73. (Cancelled)

93.
74. (New) A method for managing communications, comprising:
processing inbound calls;
processing outbound calls;
obtaining a statistic on said outbound calls; and
adjusting said processing of said inbound calls based upon
said statistic.

94.
75. (New) The method of claim 93, wherein said step of processing
inbound calls comprises connecting said inbound calls to agents;
and said step of adjusting said processing comprises reducing the

RWA
1.12p

number of said inbound calls which are connected to said agents if
said statistic exceeds a predetermined value.

95.

76. (New) The method of claim 93, wherein said step of processing
inbound calls comprises connecting said inbound calls to agents;
said step of obtaining a statistic on said outbound calls
comprises obtaining information on the duration of said outbound
calls, and said step of adjusting said processing comprises
reducing the number of said inbound calls which are connected to
said agents if said duration exceeds a predetermined value.

96.

77. (New) A method for managing communications, comprising:
processing inbound calls;
processing outbound calls;
obtaining a statistic on said inbound calls; and
adjusting said processing of said outbound calls based upon
said statistic.

97.

78. (New) The method of claim 96 wherein said step of processing
outbound calls comprises initiating said outbound calls, and said
step of adjusting comprises reducing the number of said outbound

calls which are initiated if said statistic exceeds a
predetermined value.

98.

79. (New) The method of claim 96 wherein said step of processing
outbound calls comprises initiating said outbound calls, said step
of obtaining a statistic on said inbound calls comprises obtaining
information on the duration of said inbound calls, and said step
of adjusting said processing comprises reducing the number of said
outbound calls which are initiated if said duration exceeds a
predetermined value.

99.

80. (New) A method for managing communications, comprising:
providing for the processing inbound calls;
providing for the processing outbound calls;
obtaining a statistic on said inbound calls; and
providing for adjusting said processing of said outbound
calls based upon said statistic.

100.

81. (New) The method of claim 99 wherein said step of providing
for the processing outbound calls comprises initiating said
outbound calls, and said step of providing for adjusting said

processing comprises reducing the number of said outbound calls
which are initiated if said statistic exceeds a predetermined
value.

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101.
82. (New) The method of claim 99 wherein said step of providing
for the processing of outbound calls comprises initiating said
outbound calls, said step of obtaining a statistic comprises
obtaining information on the duration of said inbound calls, and
said step of providing for adjusting said processing comprises
reducing the number of said outbound calls which are initiated if
said duration exceeds a predetermined value.